

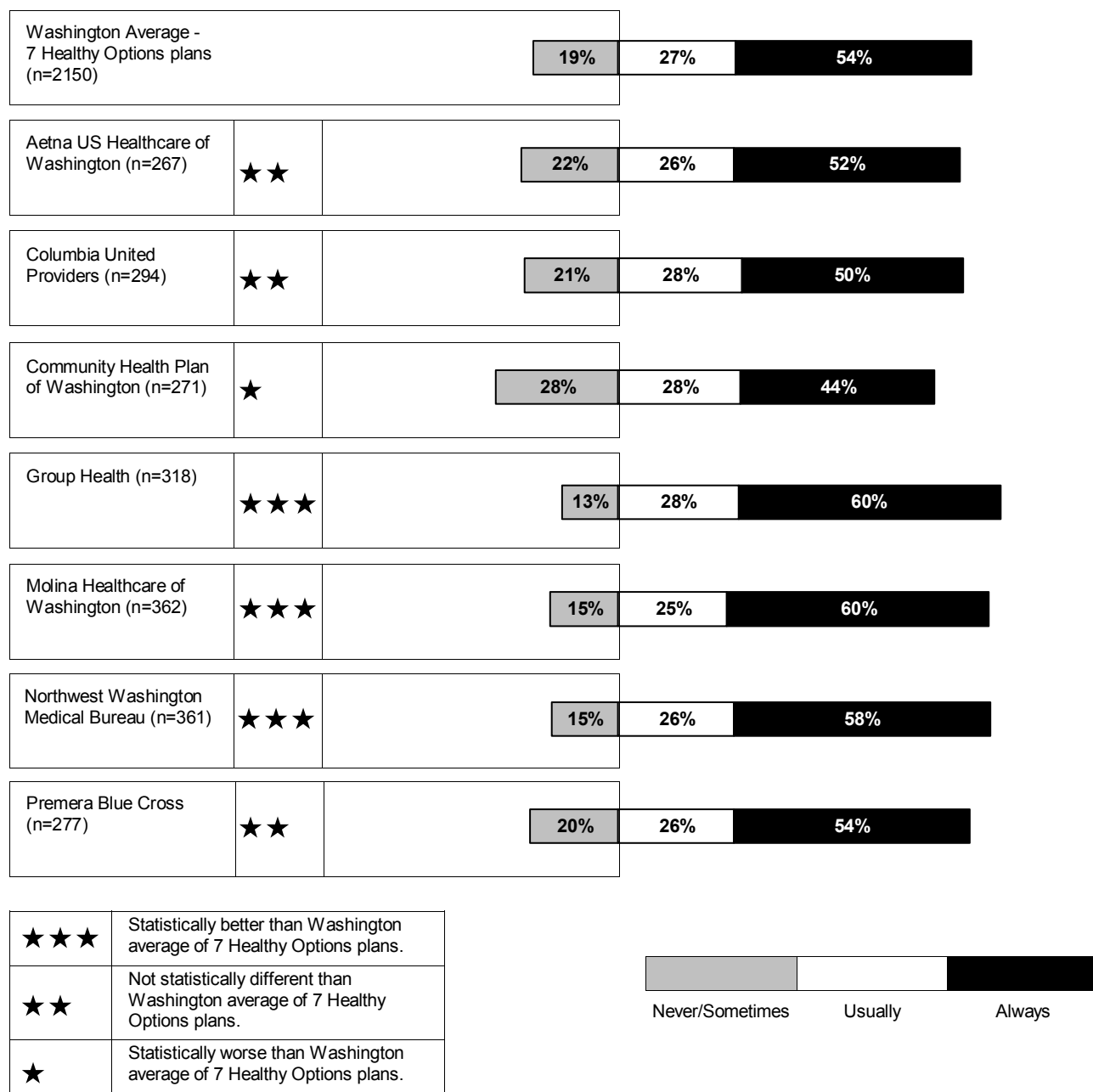
Healthy Options - Children

Core CAHPS Questions

Composite

Getting Care without Long Waits

This chart summarizes the responses to survey questions 18, 20, 23, and 29 contained in the composite, "Getting Care without Long Waits." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

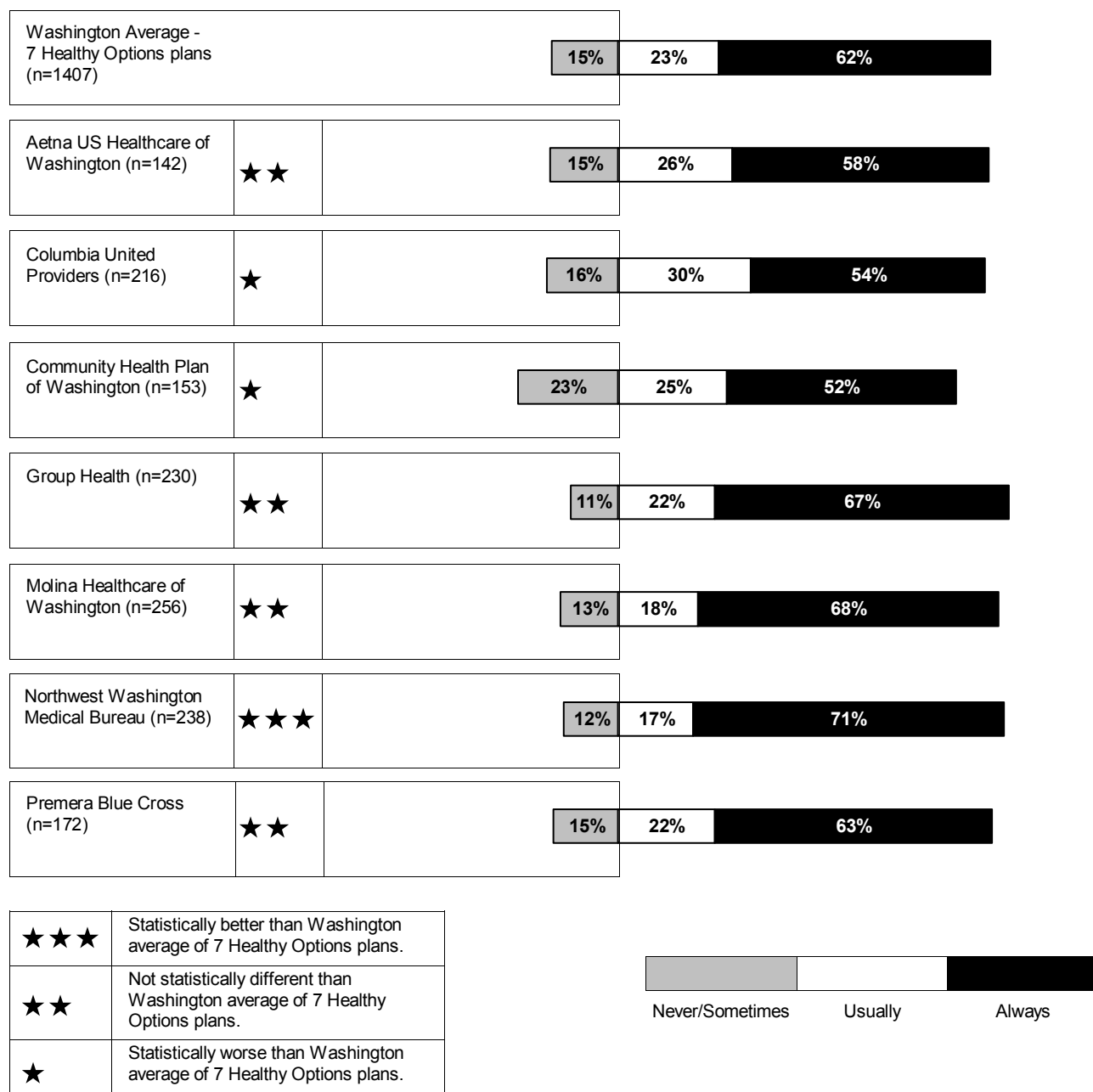
Healthy Options - Children

Core CAHPS Questions

Question 18

Getting Care without Long Waits

Q18. "In the last 6 months, when you called during regular office hours, how often did you get the help or advice you needed for your child?"



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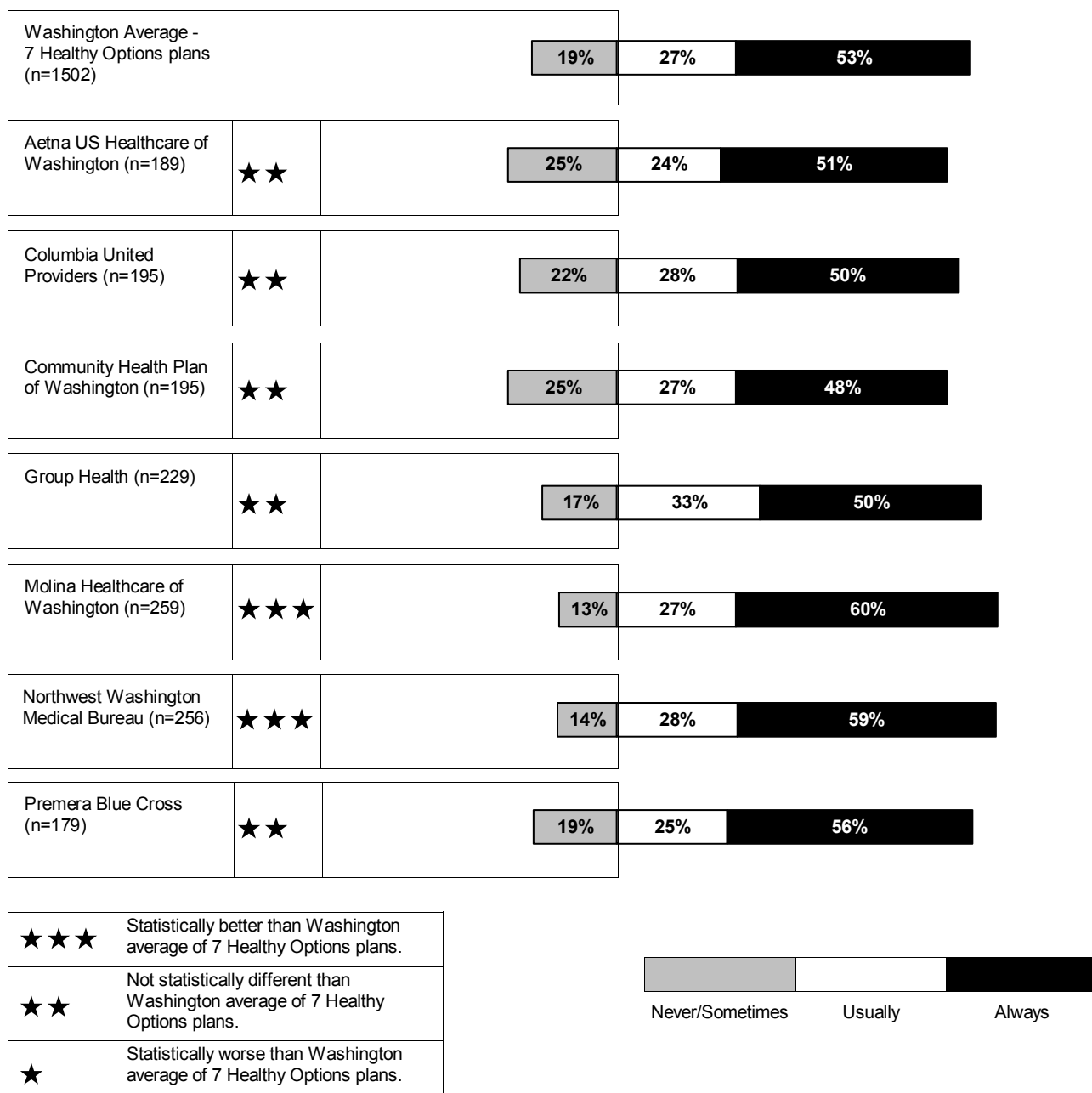
Healthy Options - Children

Core CAHPS Questions

Question 20

Getting Care without Long Waits

Q20. "In the last 6 months, how often did your child get an appointment for regular or routine health care as soon as you wanted?"



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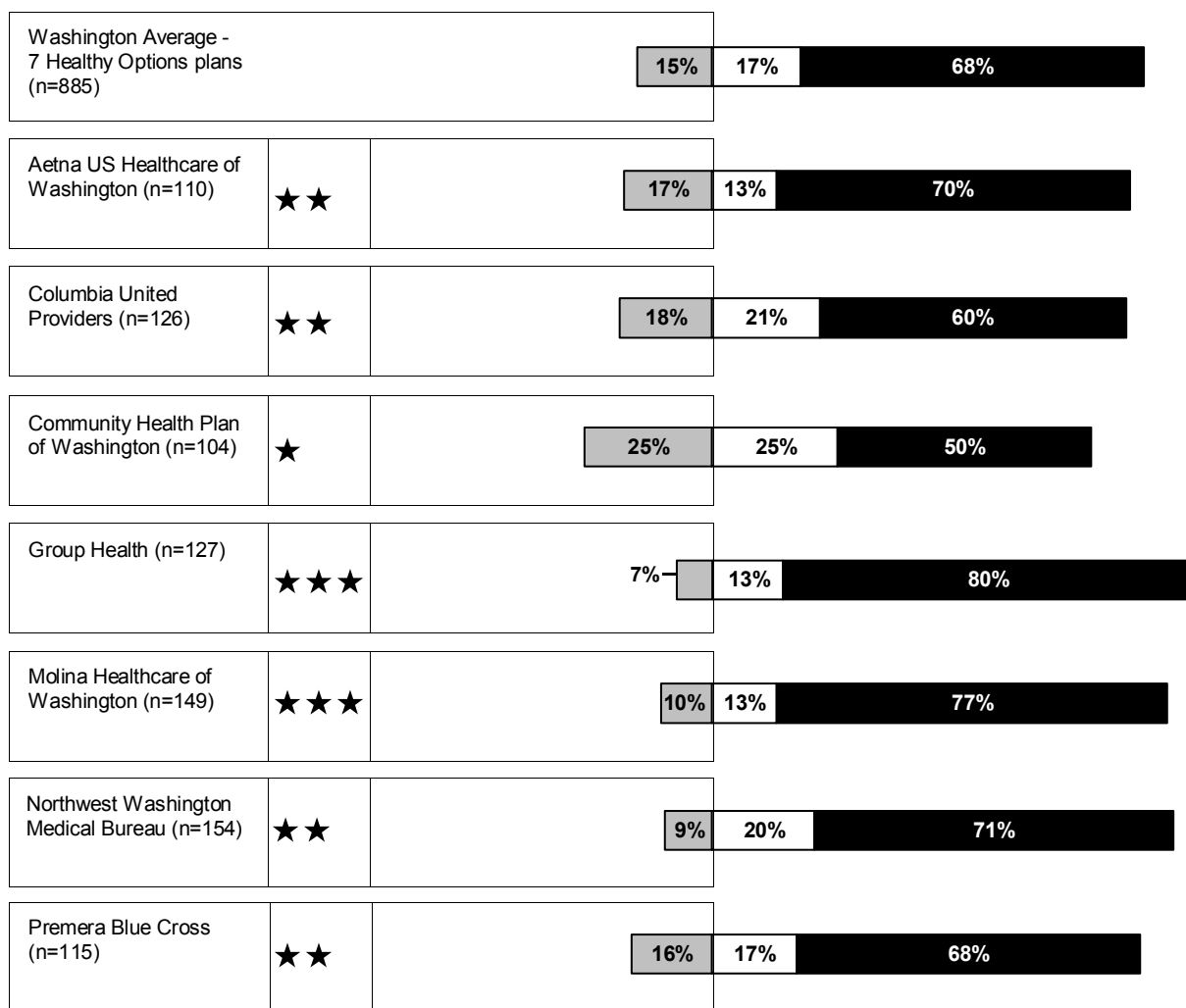
Healthy Options - Children

Core CAHPS Questions

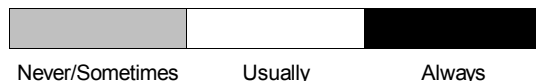
Question 23

Getting Care without Long Waits

Q23. "In the last 6 months, when your child needed care right away for an illness or injury, how often did your child get care as soon as you wanted?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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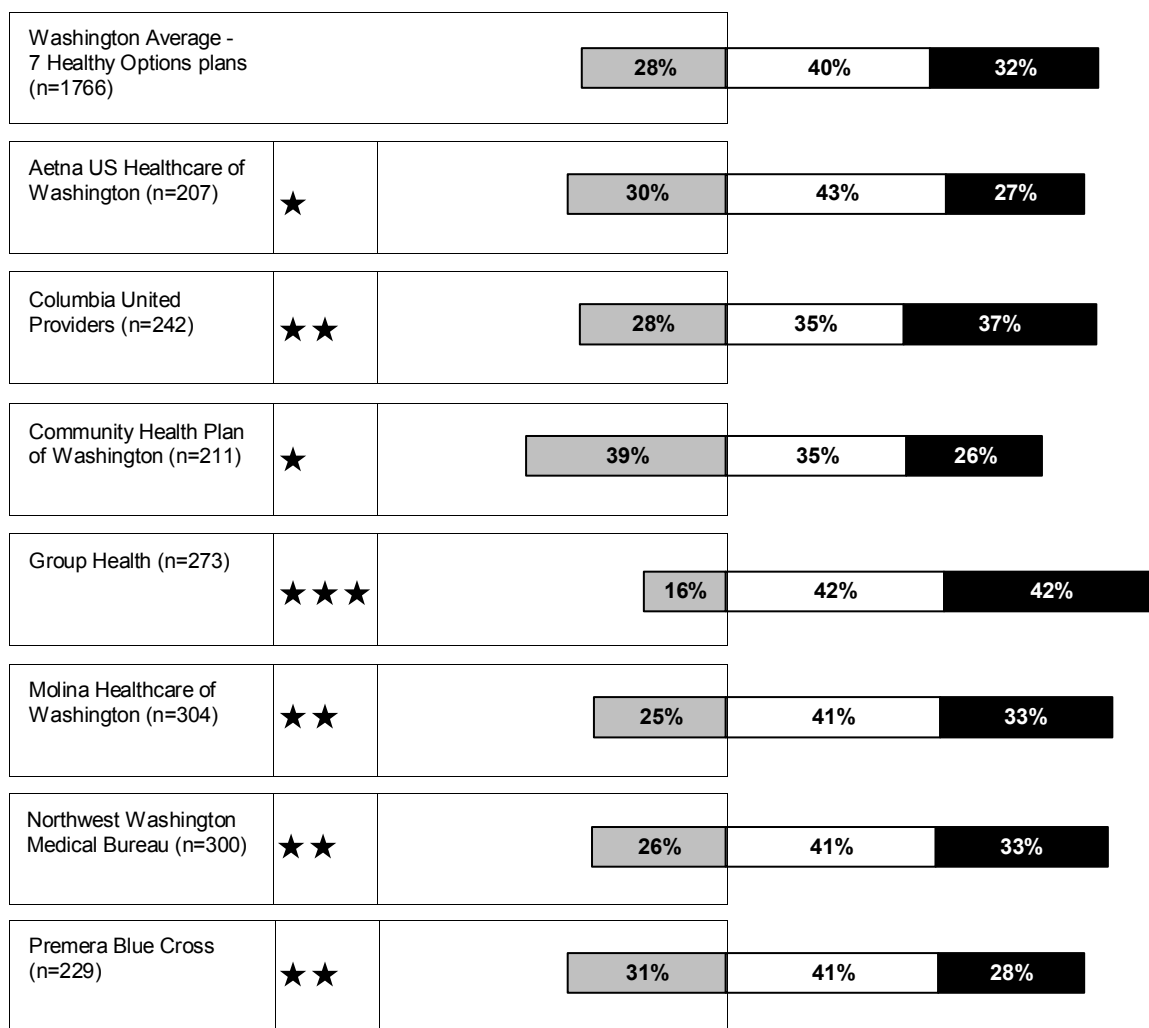
Healthy Options - Children

Core CAHPS Questions

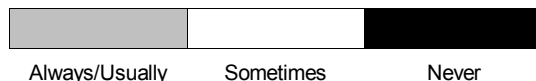
Question 29

Getting Care without Long Waits

Q29. "In the last 6 months, how often did your child wait in the doctor's office more than 15 minutes past your appointment time to see the person your child went to see?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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